

SECT 15

12 MAY 1995

21

1. CASE NO. 950310CCC1466 <i>H9520323</i>		2. INVESTIGATOR'S ID 8 5 1 6		3. OFFICE CODE 8 1 3		EPIDEMIOLOGIC INVESTIGATION REPORT	
4. DATE OF ACCIDENT YR MO DAY 9 5 0 2 2 6		5. DATE INVESTIGATION INITIATED YR MO DAY 9 5 0 3 2 4					
6. SYNOPSIS OF ACCIDENT OR COMPLAINT There were no injuries involved in this accident. A consumer was using a toaster oven in the kitchen of his house when 2" flames erupted from the toaster oven's control panel.							
MFR/PRVLBR NOTIFIED <i>5/1/95</i> <input checked="" type="checkbox"/> No Comments made <input checked="" type="checkbox"/> Comments attached <input checked="" type="checkbox"/> Excisions/Revisions <input checked="" type="checkbox"/> Firm has not requested further notice							
7. LOCATION (Home, school, etc.) Home		8. CITY Silver Spring		9. STATE Maryland		M D	
10A. FIRST PRODUCT Toaster Oven		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS TRO20 Black & Decker Maryland Heights, MO. 63043-0498					
10B. SECOND PRODUCT N/A		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS N/A					
12. AGE OF VICTIM 9 9 9		13. SEX (Use numerical code) MALE -1 FEMALE -2 UNKNOWN -3 9		14. DISPOSITION No injury		15. INJURY DIAGNOSIS No Injury	
16. BODY PART No Injury		17. RESPONDENT(S) (Mother, Friend) User		18. TYPE INVESTIGATION ON SITE 1 TELEPHONE 2 OTHER 3 2		19. TIME SPENT 0 6 0	
20. ATTACHMENTS Video Tape		21. CASE SOURCE Consumer Complaint		22. REVIEWED BY YR MO DAY 8 9 6 9 9 5 0 4 2 6			
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY NOT DISCLOSE MY NAME <input checked="" type="checkbox"/> CPSC MAY NOT DISCLOSE MY NAME <input checked="" type="checkbox"/>							
24. NARRATIVE (See Instructions on Other Side) <u>PRE-ACCIDENT</u>				25. REGIONAL OFFICE DIRECTOR REVIEW DATE <i>4/18/95</i>			
<p>This product was purchased approximately five to six years before the accident. It was used to heat small pizza's, reheat pizza, heat fresh fish, heat muffins, veggie burgers and toast. The consumer said that it was primarily used for toast. Toast was made usually one time on Saturday and one time on Sunday of every week. Total usage per week was about 6 minutes on the weekend and about 40 minutes during each week.</p> <p>The consumer said that he had no problems with this toaster, prior to this accident, except for one problem. He said that even if he placed the toast setting on "dark", it would usually take three cycles on the dark setting to toast the bread properly. He said that there were two users of this toaster, himself and his wife. He said that he had read the instructions for the toaster-oven and found them to be adequate.</p> <p>He did not use an extension cord with the toaster-oven. He connected the cord to a duplex outlet, on the kitchen wall, above the kitchen counter. There were no multiple</p>							

(USE OTHER SIDE AND ADDITIONAL SHEETS IF NECESSARY)

PRE-ACCIDENT (continued)

adapters used in this outlet. He said that the other appliance connected to the duplex outlet was a coffee grinder that was never used at the same time that the toaster-oven was in use.

The toaster-oven had three controls on it, one was for the bake and broil setting and was graduated from about 0-400 degrees. The other control was a push down switch to activate the toasting mechanism. The third control was a knob to adjust for light or dark toast. The consumer said that he always kept this knob on "dark" because it took three cycles properly toast bread.

The consumer said that he could not guess as to how frequently he cleaned the toaster-oven. However, he said that he cleaned it by holding it over the sink and lowering the crumb tray.

He said that he never had any electrical problems with this toaster, before the incident. He never modified or repaired the unit before the accident. There were never any problems with the outlet that the toaster was connected to; it never tripped the circuit breaker. Prior to the accident, the consumer said that there were never problems such as a hot power cord, hot power plug; sparks or shocks from the toaster-oven or unusual sounds or smells from the product. Prior to this accident, there was never any indication that anything was wrong with the toaster-oven.

ACCIDENT

The consumer said that he placed two muffins in the toaster and pressed the toast control. The darkness setting was on "dark". He said that after about three minutes, he saw flames being emitted where the toast control had a slot. He thought that the flames were 2" or less and that they may have been erupting outside of the toaster body. He said that the flames were orange/white in color. Immediately upon seeing the flames, he blew out the flames with his mouth and, at the same time pulled the plug from the wall outlet. The flames immediately ceased and there was no further incident. The consumer had returned this toaster-oven to the service center, but before doing so he filmed a video tape of the toaster-oven over-heating (see ex. 1). In the video tape, approximately two seconds after the consumer walks behind it, a small flare can be seen in the right, front, center area of the toaster oven, that the consumer describes as a flame.

POST ACCIDENT

There were no injuries or property damage to any part of the house. The only property damage was to the toaster-oven. No other agencies were called such as insurance companies or the fire department. During the first week of March, 1995, the consumer returned the toaster oven to the service center and received his money back for the item. The consumer has received no information from the manufacturer, about this problem. The consumer did not contact the retailer about this problem; he could not remember what the retailer was.

PRODUCT IDENTIFICATION/INFORMATION

Date & Place of Purchase:	5-6 years before accident Retailer unknown
Manufacturer:	Black & Decker P.O. Box 1498 Maryland Heights, MO. 63043-0498
Model #:	TR 020
Model Name:	Toast R Oven
Repairs/Modifications:	None
Controls:	Bake-Broil 0-400 degree control Push down toast lever Light-Dark toast knob

STANDARDS INFORMATION

U.L. listed # 228E

EXHIBIT DESCRIPTION

1. Video Tape of re-creation of the flaming incident under a controlled condition by the consumer.

D. Greaves

08/18/95

ACCIDENT INVESTIGATION REQUEST FORM

61 II

Document Number

H52A323A0

Date of Incident

2/26/95

Category I.D.

SEAT 511995

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

On-Site

Headquarters Contact

Jeannette Siebert

Assignment Message

Please conduct an on-site investigation on this toaster oven fire. Collect the sample if it is still available.

Person(s) to Contact

[Redacted]

[Redacted]

Silver Spring, MD 20901

Guideline

Requested By

Marc Schoen

Task Number

950310CCC1444

Assigned to

NYCO

Date

3/10/95

W

TC-21 (15)
CONSUMER PRODUCT INCIDENT REPORT

REC-367
MAR - 2 1995

NAME OF RESPONDENT [REDACTED]		(HOME) (WORK) [REDACTED] none	
3. STREET ADDRESS [REDACTED]		4. CITY Silver Spring	STATE ZIP CODE MD 20901
5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES Consumer placed muffins in toaster oven at dark setting and within a few seconds consumer saw 2" high flames coming from toaster oven's control panel. Consumer blew out flames, unplugged oven and discontinued use. Toaster oven's clear glass panel was discolored. 2/27/95 Consumer called manufacturer but hung up after manufacturer's automated system kept putting him on hold. Toaster oven is UL listed #228E. CPSC Source: TEL.			
6. DATE OF INCIDENTS 2/26/95	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none	
9. DESCRIPTION OF PRODUCT electric toaster oven		10. BRAND NAME Toast R Oven	
11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black & Decker P.O. Box 1498 Maryland Heights, MO 63043-0498 unknown unknown unknown unknown		12. MODEL, SERIAL NUMBERS TR020	
14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: see narrative		13. DEALER'S NAME, ADDRESS & PHONE unknown unknown unknown unknown	
15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 1990 AGE 5 yrs.		16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown	
17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x IF NOT, DO YOU PLAN TO CONTACT THEM? YES x NO OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION		19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO
FOR ADMINISTRATION USE			
20. DATE RECEIVED 02/27/95	21. RECEIVED BY (NAME & OFFICE) aec/HL		22. DOCUMENT NO. H520323A
23. FOLLOW-UP ACTION 950310 CCC 1464		24. PRODUCT CODE(S) 0216	
25. DISTRIBUTION		26. ENDORSER'S NAME & TITLE [Signature] 2/28/95	

950310CCC1466

NOTE: BECAUSE OF THE BULK, THE VIDEO TAPE
FOR THIS INCIDENT WAS SENT DIRECTLY TO
THE HEADQUARTERS CONTACT.